



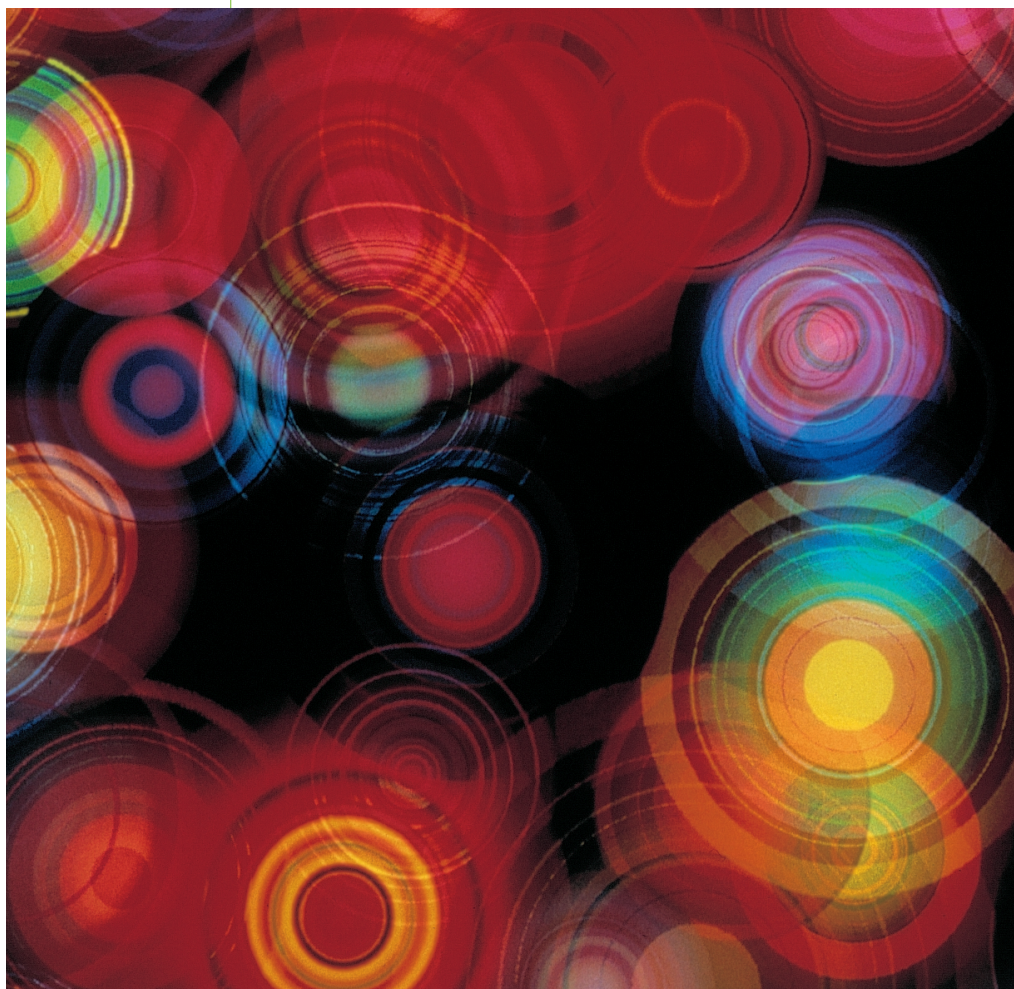
English

3COM

OfficeConnect® Remote 612

ADSL Router (3C612)

Quick Start Guide



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Introduction

Congratulations on choosing the 3Com® OfficeConnect® Remote 612 ADSL Router, your ADSL (Asymmetric Digital Subscriber Line) broadband access solution.

The OfficeConnect Remote 612 ADSL Router allows one or more networked computers to connect to the Internet or a remote LAN (Local Area Network). Once connected, local users can access the Internet over 100 times faster than using a dial-up connection.

Setting up the OfficeConnect Remote 612 ADSL Router is a three-step process:

- 1) Unpacking and positioning the OfficeConnect Remote 612 ADSL Router
- 2) Running the Installation Procedure
- 3) Configuring the OfficeConnect Remote 612 ADSL Router

Before You Begin

This guide describes how to install and configure the OfficeConnect Remote 612 ADSL Router for shared Internet access. To set up your OfficeConnect Remote 612 ADSL Router, you must have the following:

- An **Internet Service Provider (ISP)** account.
- **ADSL Service** already installed at your location, with an available ADSL wall jack.
- A **computer (PC)** with a CD-ROM drive, Ethernet connectivity and TCP/IP software. (Note: TCP/IP is automatically included with Windows 2000, ME, 98, 95, and NT.)
- A **Web Browser**, such as Microsoft Internet Explorer (4.0 or later) or Netscape Navigator (4.0 or later), installed on your computer.

Package Contents

Unpack the contents of your package, and ensure that it includes the following items:

- AC/DC Power Adapter
- LAN (Ethernet) cable, RJ-45/RJ-45 (CAT-5)
- ADSL cable, RJ-11/RJ-11
- Rubber feet (4)

Positioning the Router

When positioning your OfficeConnect Remote 612 ADSL Router, make sure of the following:

- Unit is out of direct sunlight and away from sources of heat.
- Cabling is away from power lines, fluorescent lighting fixtures, and sources of electrical noise such as radios, transmitters, and amplifiers.
- Water or moisture cannot enter the case of the unit.
- Air flow around the unit and through the vents in the side and back of the case is not restricted. A minimum of 1 in. (2.54 cm) clearance is recommended.

Optimizing Your Computer

DHCP: (Dynamic Host Configuration Protocol):

Dynamic IP addressing is the type of addressing scheme most often used by Internet Service Providers (ISPs), and is also the type that is prevalent in many existing corporate networks.

The OfficeConnect Remote 612 ADSL Router, which can act as a DHCP server, is optimized for use with dynamic, rather than static, IP addressing.

For most users, it is most likely that your computer or computers are already set up for dynamic IP addressing. By default, the router assigns IP addresses dynamically to each attached computer.

Before you run the installation procedure, each computer must be properly set up with TCP/IP and optimized for use with dynamic IP addressing.

Checking for Dynamic or Static IP Addressing

- From the Start Menu, select Settings, and then Control Panel.

Windows 95, 98 or NT:

Double-click the Network icon. From the Configuration tab of the Network window, select TCP/IP for the Ethernet Network Interface Card (NIC) that will be associated with your router.

For *Windows NT*: Click the Protocols tab on the Network window, and then select TCP/IP. Click Properties. Click the IP Address tab on the TCP/IP Properties window.

Windows 2000:

Double-click the Network and Dial-up Connections icon, then double-click the Local Area Connection icon. Click Properties on the Local Area Connection Status window and then select Internet Protocol (TCP/IP) from the list of components shown on the General tab of the Local Area Connection Properties window. Click the General tab on the Internet Protocol (TCP/IP) Properties window.

- If *Obtain an IP address automatically* (Windows 95, 98, 2000) or *Obtain an IP address from a DHCP server* (Windows NT) is selected, your computer has a dynamic IP address.
- If *Specify an IP address* is selected, your computer has a static IP address.
- Click Cancel to exit the window, and then click Cancel again on the remaining windows until you get back to the Control Panel.

Connect Cables

The following illustration (Fig. 1) shows the connector cabling and the locations of the Reset button and the PC/Hub Switch for the OfficeConnect Remote 612 ADSL Router:

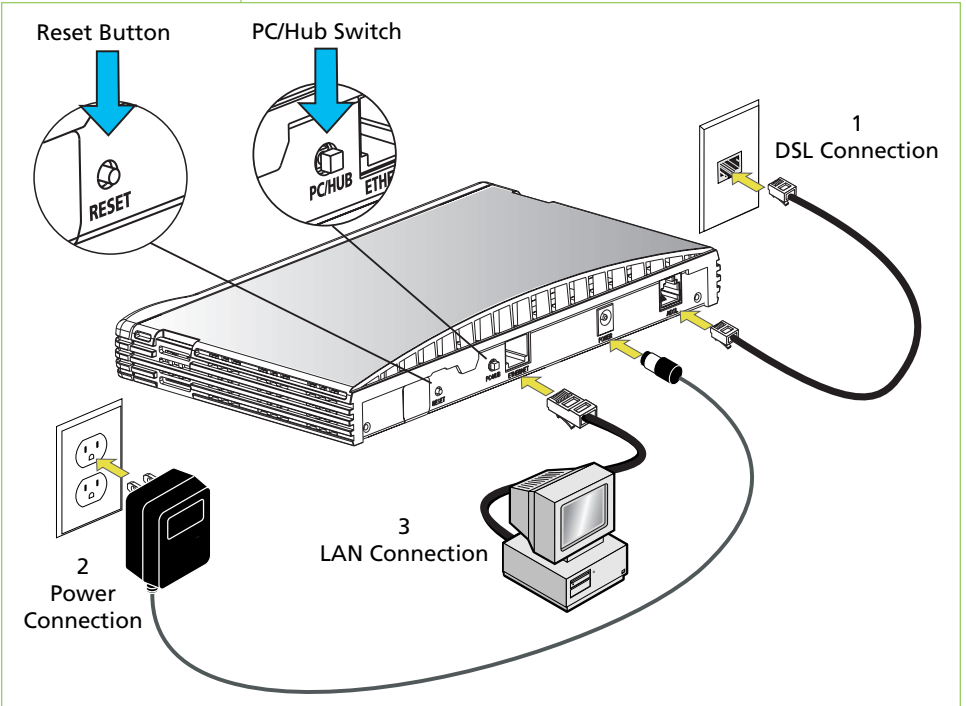


Figure 1

As part of the installation procedure on the following pages, you will perform the following steps:

1. Connect the DSL cable.

Connect the DSL cable to the ADSL wall jack and the other end to the ADSL port of your OfficeConnect Remote 612 ADSL Router.

2. Connect the power adapter.

Connect the cable from the power adapter to the Power inlet on the rear panel of the unit. Connect the other end of the power cord into a surge-protected electrical outlet.

3. Connect the LAN cable.

Connect one end of the LAN cable to the Ethernet port of your computer and the other end to the Ethernet port on the rear panel of the OfficeConnect Remote 612 ADSL Router. If you are connecting the Ethernet port to a PC, the PC/HUB switch should be “in”, when you connect to a hub it should be “out”.

Installation Procedure

Insert the Installation CD into the CD-ROM drive of your computer. The CD should display the screen shown below (Fig. 2).

If the CD does not autoplay, select Start>Run and type d:\setup.exe (where d: is the letter of your CD-ROM drive).

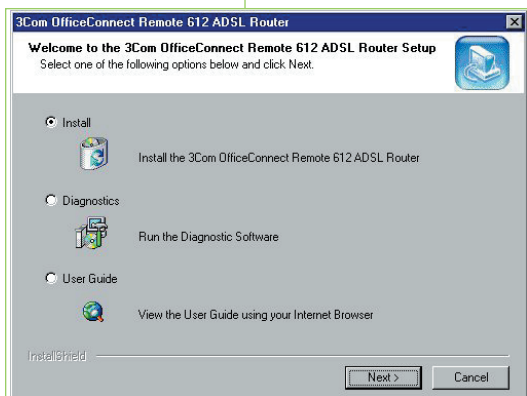


Figure 2

1. Select Activity

The first screen (Fig. 2) lets you select the Installation procedure, run the Diagnostics, or view the online User's Guide.

The Installation procedure is selected by default. Click Next, and click Next again at the Welcome screen.

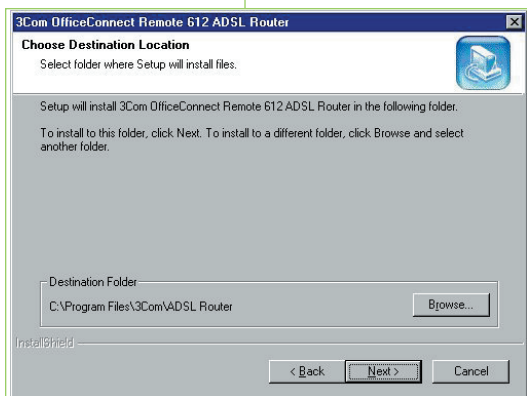


Figure 3

2. Choose installation location

The Setup Wizard prompts you to select the folder location for the installation. In most cases, the predefined default location will work just fine. Use the Browse button if you want to change the default path for the files that will be copied onto your PC. When you are ready to proceed, click Next.

Click Next again in the screen setting up Program folder entries.

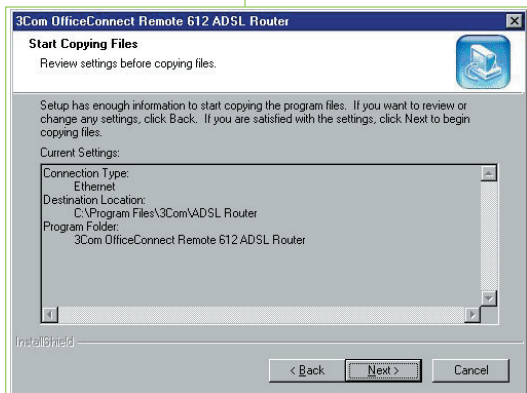


Figure 4

3. Setup Summary

This screen relates a summary of the installation settings you selected. If you need to make changes, click Back to step back through the previous screens. Otherwise, click Next.

The necessary files are now being copied to your PC.

Installation Procedure Cont'd

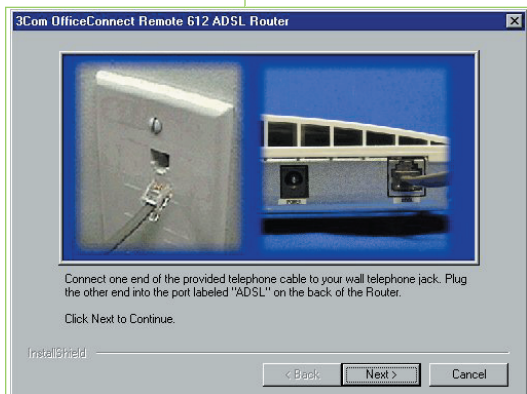


Figure 5

4. Connect the DSL Cable

Connect the DSL cable to the ADSL wall jack and the other end to the DSL port of your OfficeConnect Remote 612 ADSL Router.

Click Next.

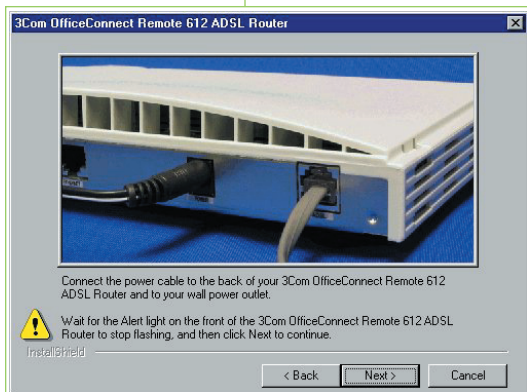


Figure 6

5. Connect the Power Adapter

Connect the cable from the power adapter to the Power inlet on the rear panel of the unit. Connect the other end of the power cord into a surge-protected electrical outlet.

Wait for the Alert light on the front of the Router to stop flashing, then click Next.

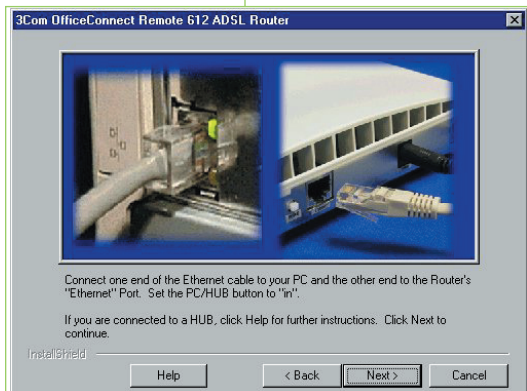


Figure 7

6. Connect the Ethernet cable

Connect one end of the Ethernet cable to the Ethernet port of your computer and the other end to the Ethernet port on the rear panel of the OfficeConnect Remote 612 ADSL Router. As you are connecting the Ethernet port to a PC, the PC/HUB switch should be "in".

Click Next.

Installation Procedure Cont'd

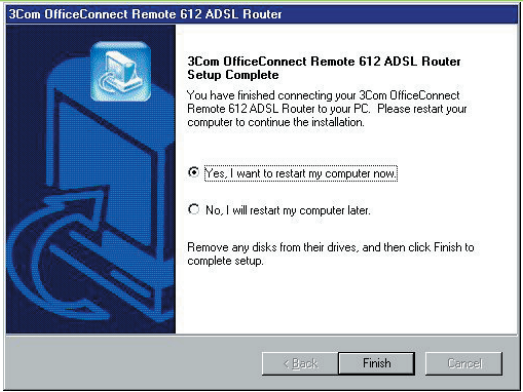


Figure 8

9. Restart your computer.

Remove all CDs and disks from their drives and click Finish. When the system has restarted, the installation will continue.



Figure 9

10. Verifying the Connection

After the computer has rebooted, you will be presented with the screen shown in Figure 9. Click Next to start the verification process for your Router. This ensures that your PC can communicate properly with your Router. If there is an error, follow the on-screen prompts to fix the problem.

When the PC has successfully communicated with your Router, click on Next to proceed.

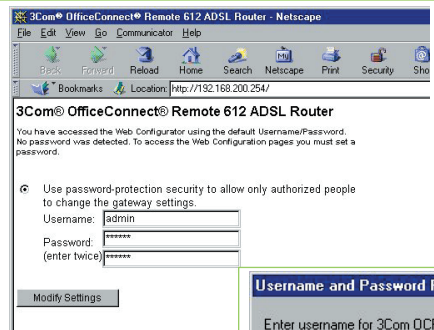


Figure 10b

11. Initial Login

On your first connection with the Router, you will be prompted to enter a User Name. At the screen shown in Figure 10a, enter **admin** as the User Name, and leave the Password box blank. Click OK.

At the next screen shown in Figure 10b, enter a password twice, and click Modify Settings.

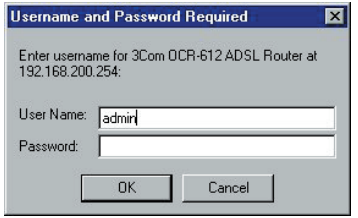


Figure 10a

Your Router is now password protected. You will need this login information to make any configuration changes to the Router.

Configure the Router

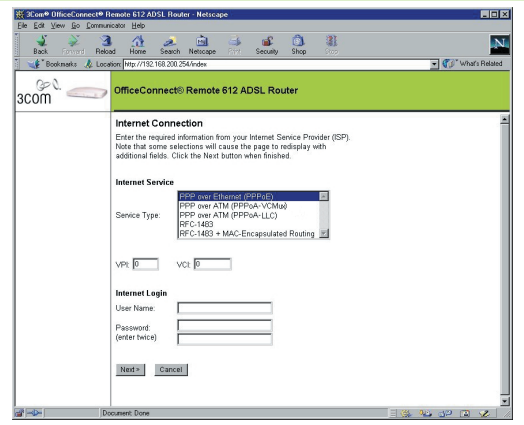


Figure 11a

The system will launch your browser and take you through a couple of configuration screens, shown in Figure 11a and 11b, to set up your Internet connection information.

Your ISP will provide you with the information necessary to complete the Internet Connection screen.

When you see the screen shown in Figure 11b, showing that both the ADSL Line and the Internet Connection are Up, you are ready to use the Router for Internet Access.

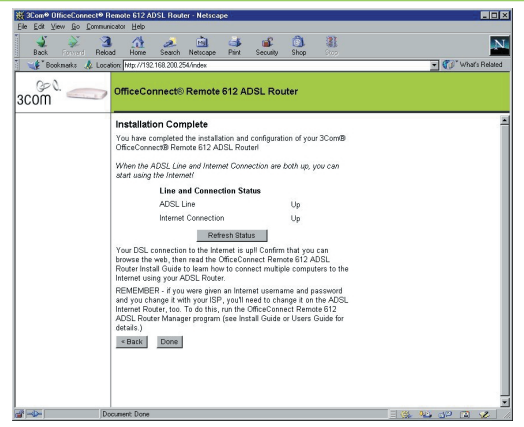


Figure 11b

If you need to connect additional users, proceed to the next section, Connecting multiple Users.

7

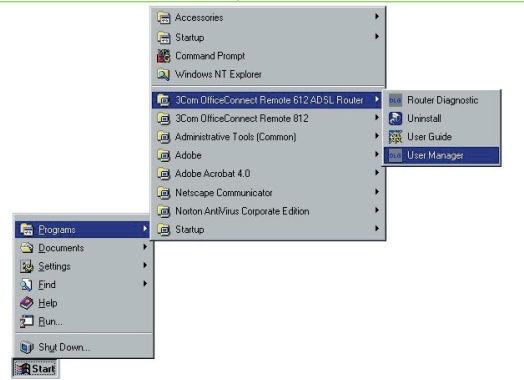


Figure 12

After the initial setup of the unit, you can access Router Diagnostics, Uninstall, the User's Guide and the User Manager from the Program Menu, as shown in Figure 12 (your system may look slightly different). The Uninstall option lets you remove all files from your computer.

Connecting multiple users

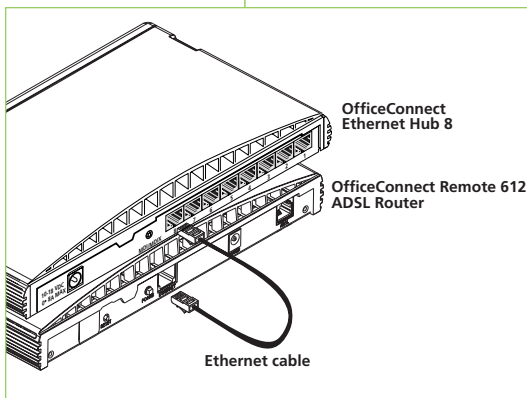
Connecting an additional hub:

After you have finished the configuration of your OfficeConnect Remote 612, you can connect an Ethernet hub to add up to 40 users, which is the maximum supported by the OfficeConnect Remote 612.

An example of an eight-user connection is shown below (Fig 13), using a 3Com OfficeConnect Ethernet Hub 8.

1. Verify network configuration.

Check with your network administrator that the built-in DHCP server will not cause conflicts on the network.



2. Connect the LAN cable.

Connect one end of the LAN cable to a port of the ethernet hub and the other end to the Ethernet port on the rear panel of the Router.

3. Uplink port configuration

Set the PC/HUB switch to “Out” when you are connecting a hub. Check the documentation of the hub you are using for the configuration of the uplink port on the hub, if the hub has one.

Figure 13

Restart and Restore

Restarting the OfficeConnect Remote 612 ADSL Router:

To restart the OfficeConnect Remote 612, use the Restart/Restore Section in the Advanced Menu in the User Manager.

Restoring Factory Default Settings:

To reset the Router to the factory default settings, disconnect the Ethernet cable and then press and hold the Reset button, shown in Figure 1. While holding in the Reset button, unplug the power from the back of the Router and then plug it back in. Hold the Reset button in for approximately 15 seconds (the Alert light on the front of the Router should be green). Alternately, you can use the Restart/Restore Section in the Advanced Menu in the User Manager.

Trouble- shooting Common Problems

LAN LED is Off

The Ethernet cable may not be connected or be damaged.

Make sure that the Ethernet cable is properly plugged in, or replace it with another Ethernet cable.

PC/HUB switch is not set correctly.

The switch should be “in” if the Router is connected to a PC; and it should be “out” if the Router is connected to a hub.

Verification and IP Address Problems

Getting a bad subnet address error.

The Router normally attempts to dynamically assign IP addresses. Turn your static IP address off on your PC, then use the User Manager to tell the Router that you will be using static IP addresses. Then turn static IP addressing back on.

Getting a Verification Error.

Click Next on the error screen. You will be prompted to check the most likely causes for the error. At any point in this process, you can click on Retry to attempt to verify the Router again. If you click on Done, you will exit the Install program.

ADSL LED is Blinking Orange

The ADSL cable is not connected or has been damaged.

Ensure that the ADSL cable is fully plugged in, or replace it with another telephone cable. Otherwise, contact your ISP.

The ADSL Link is Not Stable

Wiring inside the house may be causing interference.

Make sure that any filter or splitter that you received from your ISP is installed properly.

There is another DSL device plugged into the same phone line.

Only one DSL device can establish a DSL link at a time. Even if the other device is powered off, it may cause interference. Disconnect all other DSL devices.

LCP Retransmission or PPPoE Timeout

Using the User Manager, make sure you have entered the proper VCI/VPI values from your ISP. Otherwise, contact your ISP.

Authentication Failed

The Internet Connection username and password are incorrect. Use the User Manager to check and correct these settings.

Signal loss due to long line length, or errors such as Network Layer Failure, Local Side Terminated, Remote Side Terminated, or PPPoE Terminated

For any of these error conditions, contact your ISP.

Why can't I browse the Internet from my computer?

There are many possible reasons why this could happen. Follow the steps below to try and identify what may be causing the problem.

- 1) Check the LEDs on the front of the Router. The Power, LAN and ADSL LEDs should be green (and may be flashing). When all the LEDs indicate a good connection, try to browse the Internet again. If you still cannot connect to the Internet, go to #2 below.
- 2) Make sure the PC is communicating with the Router. Go to your Start menu (see Fig. 12 on page 7) and select the Diagnostics option. The Diagnostics program will give you information that shows the status of your connection(s). When the Diagnostics program brings up a browser window, go to #3 below. If you did not run the Installation CD on this PC, you can run the Diagnostics program directly from the Installation CD; simply click on Diagnostics on the first screen.
- 3) Make sure the Internet Connection is up. On the Diagnostics screen, you will see an entry for Internet Connection. If the Diagnostics screen shows that the Internet Connection is down, refer to the Troubleshooting section on page 9 to determine your next course of action. If the Diagnostics screen shows that the Internet Connection is up, try to browse the Internet again. If it still fails, contact your ISP.

Which cable is which?

The cable that looks like a normal telephone line is your ADSL cable. The slightly thicker cable with larger connectors is your LAN (Ethernet) cable.

How do I uninstall?

Go to your Start menu (see Fig. 12) and select the Uninstall option. The program will remove all programs and software installed when you ran the Install CD.

Where is the User's Guide?

If you have run the Installation CD, the User's Guide has been installed on your PC and can be viewed by accessing your Start Menu (see. Fig 12).

If you haven't yet run the Installation program, you can review the User's Guide directly from the CD. Simply insert the Install CD into the PC and select the User Guide option from the launcher screen.

Front Panel Indicators

The LED Indicators on the front panel of the OfficeConnect Remote 612 ADSL Router (Fig. 14) provide the following information:

Power	
Off	Power not being supplied to the unit.
Green	Remains lit as long as power is supplied to the unit.
Alert	
Off	The Router is operating properly.
Orange (blinking)	During the booting up process, the Router is checking for the download of new software. This lasts for about 4 seconds.
Green (blinking slowly)	While the Router is initializing. This lasts for 30 to 40 seconds after booting.
Green (blinking rapidly)	The reset button is being held in and the Router has just been powered on. This lets you know that the Router has recognized the Reset request. It lasts for about 4 seconds.
Orange	An unexpected error has occurred, but it does not affect the operation of the Router.
Red	A non-recoverable error has occurred. If this happens, the Router will automatically reboot. If the error persists, contact your Internet Service Provider.
LAN	
Off	No Ethernet signal has been detected.
Green	A PC or Hub is properly connected to the Ethernet port.
Green (blinking)	A proper connection exists and data is being transmitted.
ADSL	
Off	DSL connection not established.
Orange (blinking)	A connection is being established. The Router is attempting to synchronize with the DSL service provider's equipment.
Green	DSL connection established.
Green (blinking)	A proper connection exists and data is being transmitted.



Figure 14

Information contained in this document is correct at time of publication. The following services are available 24 hours a day, 7 days a week. For the most up-to-date information, 3Com recommends that you access the 3Com Corporation World Wide Web site.

World Wide Web Site

<http://www.3com.com>

This service provides access to online support information such as technical documentation and software library, as well as support options ranging from technical education to maintenance and professional services.

Support from Your Network Supplier

If additional assistance is required, contact your network supplier. Many suppliers are authorized 3Com service partners who are qualified to provide a variety of services, including network planning, installation, hardware maintenance, application training, and support services.

When you contact your network supplier for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

If you are unable to contact your network supplier, see the following section on how to contact 3Com.

Support from 3Com

If you are unable to obtain assistance from the 3Com online technical resources or from your network supplier, 3Com offers technical telephone support services. To find out more about your support options, please call the 3Com technical telephone support phone number at the location nearest you. Please refer to the table on page 13.

When you contact 3Com for assistance, have the following information ready:

- Product model name, part number, and serial number
- A list of system hardware and software, including revision levels
- Diagnostic error messages
- Details about recent configuration changes, if applicable

Returning Products for Repair

Before you send a product directly to 3Com for repair, you must first obtain a Return Materials Authorization (RMA) number. Products sent to 3Com without RMA numbers will be returned to the sender unopened, at the sender's expense.

To obtain an RMA number, please call the local number for your region, listed below.

Asia Pacific Rim	http://www.3com.com/apr	Europe	http://www.3com.com/europe
Australia	1 800 678 515	Austria	07110 900116
Hong Kong	800 933 486	Belgium	32 (0) 70 233 545 (Flemish) 32 (0) 70 233 546 (French)
India	000 800 650 1111 +61 2 9937 5085	Denmark	45 (0) 35 44 5531
Indonesia	001 800 61 009	Finland	358 (0) 98170015
Japan	03 5783 1270	France	33 (0) 803 070693
Malaysia	1 800 801 777	Germany	49 (0) 180 567 1548
New Zealand	0 800 446 398	Hungary	49 (0) 180 567 1548
Pakistan	+61 2 9937 5085	Israel	971 4 807 4555
Philippines	1 235 61 266 2602	Italy	147 809 903
P. R. of China	00 800 0638 3266 10 800 61 00137 021 6350 1590	Luxembourg	352 342 080 8318
Singapore	800 6161 463	Netherlands	0900 20 25 857
South Korea	00798 611 2230 02 3455 6455	Norway	47 (0) 23 50 0097
Taiwan, R.O.C	0080 611 261	Poland	49 (0) 180 567 1548
Thailand	001 800 611 2000	Portugal	351 (21) 4154034
Middle East, Africa	http://www.3com.com/meaf	Spain	902 117 964
All locations	971 4 807 4555	Sweden	46 (0) 851 992 0305
North America	http://www.3com.com	Switzerland	0 848 840200
North America	1 800 net 3Com (1 800 638 3266)	United Kingdom	0 870 8444546
		Latin America	http://www.3com.com/ami
		Argentina	0 810 444 3266
		Brazil	0 900 133 266
		Colombia	9 800 11 3266
		Mexico City	0 1 800 849 2273
		Other Latin America	AT&T Direct + 800 998 2112



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